






## Introduction

Our aim is to provide a quality service to our customers. We take all complaints seriously and place great importance on what our customers have to say. If you feel any aspect of our service we have provided falls short of what you can reasonably expect we would like to hear from you. We make every effort to resolve complaints at an early stage. This leaflet explains how our complaint procedure works and sets out the steps to follow.

## What is a complaint?

A complaint is any oral or written expression of dissatisfaction by any person, however made, about our service, actions or inactions - for example:

-  The standard of our work.
-  How we have responded to any outstanding issues regarding our work.
-  How we have communicated with you.
-  How we have dealt with health and safety matters.
-  How we have handled your complaint.

## How and when to make a complaint

A complaint can be formal or informal and should be made to the relevant staff member on you becoming aware of matters you are complaining about.

## Informal complaints

Your resident liaison officer or local administrative staff will be able to deal with most complaints informally and quickly.

Our staff will aim to respond to informal complaints within 10 working days. Where you have a more complex informal complaint, we will provide you with regular update about our progress with this.

## Formal Stage 1

If you wish to make a formal complaint, you should aim to put this in writing through our VolkerLaser website, address your complaint to our local or head offices, or hand your letter to a staff member to submit this on your behalf. (See contact details on the reverse of the leaflet).

It would be helpful if you are able to detail the nature of your complaint and provide us with any supporting information you may have. This will allow us to respond to your complaint as effectively as possible.

The customer service manager will write to you and investigate your complaint and will aim to respond to you within 15 working days. The customer service manager will also give you details of the director if you remain unhappy with the response.

## Formal Stage 2

Following a response from the customer service manager you can write to the relevant director who will review your complaint and reply directly to you.




In these formal stages we shall:

1. Acknowledge your complaint within three working days of receipt.
2. Aim to provide a full reply within 15 working days.

If there is going to be a delay we will let you know the reason and when you may expect to receive a reply.

## Our Commitment

In all cases we will:

-  Deal with your complaint promptly; investigate your complaint fully and fairly.
-  Provide a full explanation of the circumstances; and
-  seek an early resolution and, if we are at fault, issue a full apology and remedy the situation where appropriate.

## If you are still not satisfied...

If you are still not satisfied after receiving a response from the relevant director you can approach the Ombudsman. The Ombudsman can investigate complaints against green deal providers.

The service is free and totally independent. The ombudsman will expect you to have used our complaints procedure before he will accept a complaint.

## How to contact the Ombudsman

Post: Ombudsman services: Energy  
PO Box 966  
Warrington  
WA4 9DF

Email: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)  
Phone: 0330 44015624  
Fax: 0330 440 1625  
Textphone: 0330 4401600

